



Patient Navigation: An Emerging Role for Community Health Workers

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Connecting to a healthy you!

Massachusetts Department of Public Health

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Community Health Workers (CHWs)

MA Dept. of Public Health CHW Functions:

- ❑ Bridging/culturally mediating between individuals, communities, and health and human services, including actively building capacity
- ❑ Providing culturally appropriate health education and information





Community Health Workers (CHWs)

MA DPH CHW Functions cont'd:

- Assuring that people get the services they need
- Providing direct services, including informal counseling and social support
- Advocating for individual and community needs

CHWs in Massachusetts –Timeline

2005

□ ***Community Health Workers: Essential to Improving Health In Massachusetts***

➤ Reported 50 job titles under the CHW definition

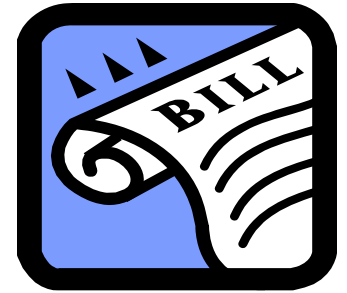
➤ Patient Navigator



CHWs in Massachusetts – Timeline

2006

Section 110, Chapter 58, Acts of 2006
(healthcare reform)



- DPH study – use, funding & impacts of CHWs

2007

CHW Advisory Council & CHW “town meetings”



CHWs in Massachusetts: Timeline

2009

***Community Health Workers in Massachusetts:
Improving Health Care and Public Health***

34 recommendations:

- Professional identity
- Workforce development
- Financing
- Infrastructure

http://www.mass.gov/Eeohhs2/docs/dph/com_health/com_health_workers/legislature_report.pdf



Women's Health Network & Men's Health Partnership

Program Model until June 2008

- ❑ Paid for specific services only – “body parts”
 - breast, cervical, prostate cancer screening
 - cardiovascular risk factor screening
- ❑ Provided case management & patient navigation
- ❑ Uninsured and underinsured clients statewide
- ❑ Separate programs; separate contractors/locations
- ❑ Served average of 2,000 men & 12,000 women per year



Case Management & Patient Navigation Evaluation

Case Managers

- Unclear about PN role
- Unclear about PN skills
- Uncertain how to incorporate PN into team

Patient Navigators

- Unclear about PN role & role boundaries
- Skills were not always used to their full potential
- Didn't feel part of the team



Health Care Reform & Program Changes

- ❑ Mandated insurance for all – “no uninsured”
- ❑ Screening services previously paid for by DPH were now reimbursed by MA Commonwealth Care

The challenge: How would DPH invest its resources given MA Health Care Reform?

The Care Coordination Program

□ Goals:

- Support Health Care Reform
- Focus on prevention
- Reduce disparities
- Apply national/state evidence-based care guidelines

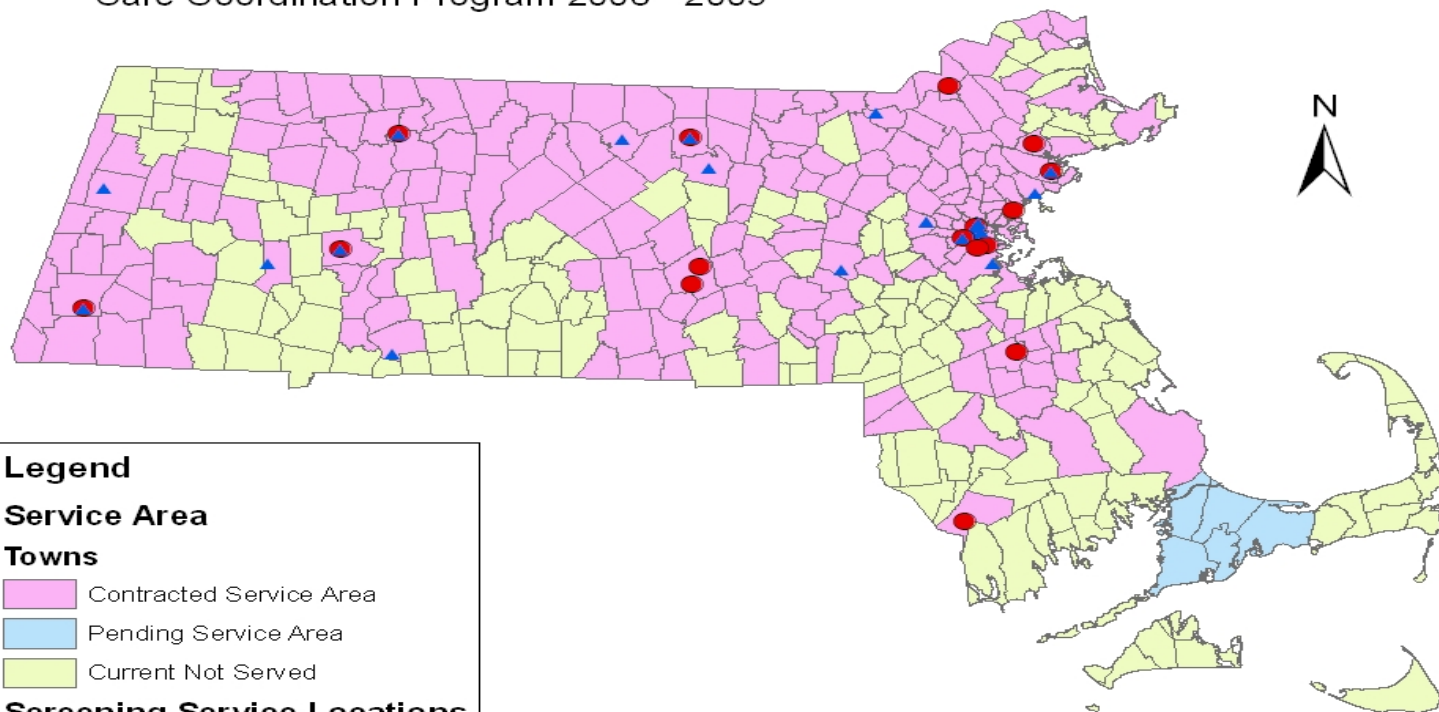
□ Provide funding for:

- Patient Navigation staff
- Case Management staff
- Risk factor reduction education
- Payer of last resort for screenings



Care Coordination Program Sites

Massachusetts Department of Public Health
Women's Health Network
Care Coordination Program 2008 - 2009



Legend

Service Area

Towns

- Contracted Service Area
- Pending Service Area
- Current Not Served

Screening Service Locations

- Primary Contract Locations
- ▲ Sub Contract Locations

Partnership For Training: Area Health Education Centers

□ Patient Navigation Course

- Central MA AHEC
- 45 hours, contractually mandated
- 3-hour modules over 15 sessions
- College credit available

□ PN Supervisor Training

- AHEC of Southeastern MA
- 12 hours over 2-day long trainings, mandated
- CEUs available

PN Course Methodology

- ❑ Team Instructing (PN co-instructors)
- ❑ Case Studies
- ❑ Role Play
- ❑ Small Group Work
- ❑ Structured Networking



PN Course Methodology



“I am a walking resource for the community. I have walked with women through the journey of experiencing breast cancer. I must give back and share my story with other women, to encourage them through this horrible disease.”



Students become faculty

PN Course Curriculum

I. Occupational Core Competencies

- ❑ Communication Skills
- ❑ Organizational Skills
- ❑ Assessment Skills
- ❑ Documentation Skills
- ❑ Cultural Competency and Responsiveness Skills
- ❑ Service Coordination Skills



PN Course Curriculum

II. Health and Disease Specific Competencies

- ❑ Cardiovascular Health and Cardiovascular Disease
- ❑ Breast Health and Breast Cancer
- ❑ Cervical Health and Cervical Cancer
- ❑ Prostate Health and Prostate Cancer
- ❑ Colorectal Health and Colorectal Cancer





Assessment and Evaluation

- Pre-and post-course assessments measuring self-efficacy in core skills and health and disease specific content knowledge
- Class evaluations by participants, faculty, training administration
- Final take home competency exam

PN Course Outcomes

- ❑ Statistically significant improved perceived competence in core skills
- ❑ Statistically significant improved self-report of knowledge in health and disease content
- ❑ Increased awareness of patient resources





PN Supervisor Training

- ❑ Role of the Patient Navigator
- ❑ Health Disparities
- ❑ Oppression
- ❑ Cultural Competency and Responsiveness Skills
- ❑ Strength-Based Supervision of Patient Navigators
- ❑ Team Building – Integrating the Patient Navigator into the Health Care Team

Assessment & Outcomes

- Pre-and post-course assessments measuring self-efficacy in 6 key areas based upon course objectives.
- Statistically significant improved confidence in each of the objective areas.



“I have already seen positive changes in working with the Patient Navigator on our team.”



PN & Supervisor Trainings

Since 2007:

- Each course has been held 5 times
- 87 patient navigators
- 35 supervisors

Annual Patient Navigation Conference

- ❑ Funded by: Women's Health Network & Office on Women's Health
- ❑ Partners: AHEC SE, CMAHEC, MACHW
- ❑ Advisory board



www.patientnavigatoromass.org

Annual Patient Navigation Conference

- DPH Commissioner, keynote, film
- Breakout sessions am & pm (CHWs/Supervisors)
- Poster session
- ~ 200 attendees





Patient Navigator Training Future

- Summer 2011 – hybrid course pilot
- 1 day in-person for PNs & Supervisors:
 - Interdisciplinary Teams & Communications
 - Cultural Competency
 - Introduction to Case Studies
 - Introduction to Online Course
 - PN & Supervisor Breakouts
- PNs 11 wks online & Supervisors 2 wks online
- 1 day in-person for PNs



Resources

- **Massachusetts Association of Community Health Workers (MACHW):**
<http://www.machw.org/>
- **CHW Section of APHA:**
<http://www.apha.org/membergroups/sections/aphasections/chw/>



Thank you!

Questions?